Executive IT Director (Deputy CIO)

SUMMARY:
The Executive IT Director (Deputy CIO) is a key leader for the Information Technology Division (ITD) of the Department of Human Services (DHS). Reporting to the Chief Information Officer (CIO), s/he works closely with management teams to plan, develop, coordinate, and execute strategies consistent with the vision, mission, and purpose of both the Department and Governor. This position demands an energetic change agent with leadership, employee development, and IT solution delivery experience.   The Deputy CIO is integral to executive-level decision making and development of strategies to achieve ITD's objectives and goals to best enable the mission of the Department.

While the Deputy CIO is part of ITD's leadership team, the position specifically manages three IT Directors who lead the areas of Enterprise Data Analytics, Enterprise Application Support, and Infrastructure, Application Support, and Security. This position coordinates resources, services, and budgets pertaining to these three areas. The Deputy CIO communicates information and represents ITD in various meetings, committee assignments, and IT conferences as needed. S/he must have in-depth knowledge of IT strategies, policies, governance, security, project delivery, and operational best practices, and must have demonstrated a strong customer service orientation. Experience with data warehouses and analytics is desired.

The Deputy CIO oversees and coordinates with IT leadership and other stakeholders for the development of specific project plans and time lines; monitors and reports on project progress and operational measurements; and develops and builds teams within and across ITD and the Department. S/he is responsible for overseeing and managing IT procurement, and vendor and contract management. The Deputy CIO meets with the Department's senior leadership, stakeholders, and various other teams regarding IT programs and projects, prepares analyses and reports, and makes presentations as needed. In consultation with the CIO, the Deputy CIO sets policies and procedures for achieving strategic and operational excellence.

PRINCIPAL DUTIES AND RESPONSIBILITIES:
- Directs and manages the day-to-day operations of the following teams:
    - Infrastructure, Application Support, and Security,
    - Enterprise Data Analytics, and
    - Enterprise Application Support.
- Oversees more than 70 IT team members, mentoring and providing feedback regarding expectations, performance, and professional development.
- Assists the CIO in the strategic planning, management, and direction of IT programs, services, and policies.
- Provides leadership to support a clear IT vision and the ability to execute.
- Represents IT regarding information technology planning, operational task forces, and committees as appropriate.
- Serves as an effective facilitator and consensus builder with multiple stakeholders with diverse views and needs.
- Understands the business needs of a variety of customers and balances fulfillment of those needs with considerations of broader Department objectives and resource availability.
- Provides leadership in evaluating complex technology strategies and developing approaches that maximize the Department's resources while achieving the best results.
- Develops and maintains best practices and standards in process, design, architecture, and operations of all aspects of customer focused IT delivery.
- Maintains the highest standards in technology-acquisition practices, including developing lasting relationships with the technology vendor community.
- Oversees effective security planning and operations for the Department.

- Leads technology resumption planning efforts for critical systems.
- Identifies issues and opportunities, analyzes problems and alternatives, and develops sound conclusions and recommendations.
- Reviews and modifies business processes to meet the ever changing needs of a complex and dynamic environment.
- Sets priorities and allocates resources to meet customer needs in a timely, effective manner, while remaining nimble and responsive to changing circumstances.
- Follows regulatory guidelines for privacy/security.
- Communicates effectively verbally and in writing.

EDUCATION / EXPERIENCE:

A bachelor's degree in Information Technology, Information Management Systems, Computer Science, and/or related technical degrees or coursework from an accredited college or university. A minimum of 10 years of increasingly responsible IT experience.   An equivalent combination of education and/or experience may be acceptable.

Master's Degree and experience in public sector is a plus.

SKILLS:

This position requires:

- Dedication and commitment to customer service focused delivery of solutions.
- Demonstrated evidence of successful and increasingly complex leadership, management, and supervisory experience;
- Demonstrated ability to successfully develop and maintain a very high level of service within a diverse team, including hiring, training, supervising, mentoring, and conducting performance management;
- Extensive experience and proven track record in the development and support of enterprise application services;
- Breadth and depth of knowledge of current technologies, architectures, development and support processes, and project delivery methodologies;
- Proven leadership, communication, stakeholder management, and interpersonal skills including coaching, facilitation, influencing, negotiation, and change management;
- Demonstrated integrity and ability to act as a trusted advisor at the most senior levels in the Department, with the ability to represent the CIO when required; and
- Experience with principles, practices, methods and techniques applicable to long-range and strategic technology planning.

COMPENSATION INFORMATION:

Commensurate with qualifications.

All interested candidates should submit a cover letter and resume to:

Martha S. Jones
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TN Department of Human Services
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